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2007-341-C

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From: Laurie Murphy [lmurphy@hotwirecommunication.com]
Sent: Monday, October 05, 2009 10:14 AM
To: CLECreport
Subject: 3rd Quarter 2009 "SCPSC CLEC -- Quarterly Service Quality Report" for Hotwire Communications, Ltd.
Attachments: Hotwire CLEC Service Quality Report - 3rd Q 2009 FINAL.pdf
Follow Up Flag: Follow up
Due By: Friday, October 02, 2009 12:00 AM
Flag Status: Flagged

TO: South Carolina Public Service Commission

Attached you will find **Hotwire Communications, Ltd.'s** ("Hotwire") "**SCPSC CLEC -- Quarterly Service Quality Report**" for **3rd Quarter 2009**.

Hotwire's South Carolina CLEC operations did not have any voice-grade access lines in use during that period and has no service issues to report. (Hotwire has approximately 10 VoIP customers in South Carolina at this time.)

Please do not hesitate to contact me if you have any questions.

Best regards,

Laurie M. Murphy

Assistant General Counsel
Hotwire Communications, LLC
300 East Lancaster Avenue, Suite 208
Wynnewood, PA 19096

Direct: 484.572.6054
Fax: 610.642.9812

(e) lmurphy@hotwiremail.com
(w) www.gethotwired.com

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HOTWIRE COMMUNICATIONS, LTD

300 E. Lancaster Avenue

Suite 208

Wynnewood, PA 19096

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA CLEC OPERATIONS

COMPANY NAME: Hotwire Communications, Ltd

QUARTER / YEAR: 3rd Quarter / 2009

<u>Month:</u>	<u>July</u>	<u>August</u>	<u>September</u>
Number of Customer Access Lines	-0-	-0-	-0-
Trouble Reports / Access Line (%)	-0-	-0-	-0-
Customer Out of Service Clearing Times (%)	100%	100%	100%
New Installs Completed w/in 5 Days (%)	100%	100%	100%
Commitments Fulfilled (%)	100%	100%	100%

Comments / Explanations: No service issues 3rd Quarter 2009.

Person Making Report / Contact Information: Laurie Murphy, Assistant General Counsel

Telephone: 484-572-6054

Email: lmurphy@hotwiremail.com